

TELECOMMUNICATIONS BULLETIN

May 18, 2006
CMS 06- 25

Bureau of Communication
and Computer Services

From:

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Customer Solution Center

FY 06 Clean-up: Waiver of Fees for AU/Name Changes

To assist agency Telecommunications Coordinators with FY06 clean-up and inventory efforts, Central Management Services announces that we will waive processing fees for designated service orders requesting an AU Code or name change. The \$7.50 fee waiver includes requests for AU/name changes on Centrex (voice) services, paging services, data services, and cellular services.

The Telecommunications Service Requests, Paging Service Requests, and/or Telecommunications Data Requests must be received during the grace period that begins July 1 and extends through August 31, 2006. All service orders must be noted with the following language: "Waive Programming Charge." Orders received after August 31st will be worked accordingly and will be billed the customary \$7.50 processing fee.

The fee waiver will not be extended on any AU/name change requests that necessitate CMS sending the order to a vendor for completion. For example, non-Centrex /business line service falls into this category.

All service orders for AU/name changes will be processed on a first-come, first-served basis as time permits since all other routine and emergency service orders will have first priority. Only orders received during the grace period will be completed for no charge; however, if the changes are needed with immediacy, CMS does not guarantee the fee waiver.

If you have questions regarding the AU/name change fee waiver incentive, please do not hesitate to contact the Customer Solution Center at:

800-366-8768

[in Centrex at 217-524-4784]

**Option 2— New/Existing Services
(follow prompt for appropriate work unit)**

For more information...
visit our website at
www.state.il.us/cms/telecom

